



***Manpower Information
System
Support Office 16-17
(MISSO 16/17)
KANSAS CITY, MO***



MISSION

Assist reporting unit Commanders in the following:

- **Accurate and timely reporting**
- **Problem resolution (System/Reporting)**
- **Quality control**
- **Retrieval of Marine Corps Total Force System (MCTFS) manpower, personnel, and pay information in garrison or while deployed.**



Role

- **Extension of CMC Manpower Information (MI)**
- **Link between Reporting Unit & MCTFS**
- **Assist in the following:**
 - Unit Diary Software Updates/SCRs/PTRs**
 - Marine on Line (MOL)**
 - Web Orders Access**
 - ODSE Access**
 - MCEAS Access**
 - EDA Access**
 - MCTFS**



MISSO Locations

MISSO - 2 (Camp Lejeune, NC)

MISSO - 3 (Camp Pendleton, CA)

MISSO - 6 (Honolulu, HI)

MISSO - 9 (Quantico, VA)

MISSO - 11 (Camp Leatherneck, Afghanistan)

MISSO - 16/17 (Kansas City, MO)

MISSO - 27 (Okinawa, Japan)



Unit Support

- **Support over 420 RUC's.**
- **Attempt 60 “site visits” not “Inspections” per Fiscal Year.**
- **Provide training & classes at units & Workshops.**
- **PowerPoint classes on website unique to Reserve Unit Diary Reporting.**



Unit Support

- **Daily Phone calls & Problem Ticket Website Management.**
- **Desktop to Desktop Assistance Via Net Meeting.**
- **Future training conducted utilizing Defense Connect On-line (DCO).**



MISSA/MISSO PORTAL ACCESS

- **MISSA/MISSO has transitioned to the MCEITS SharePoint portal.**
- **Users must have a MCEITS SharePoint account to access MISSA/MISSO portal.**
- **Users must “register” with their servicing MISSO in order to receive JURIS specific advisories and to submit PIR for assistance.**
- **If you do not have access to MCEITS, you can request it at:**

<http://www.mceits.usmc.mil/ProductsServices/iPS/RequestAccount.aspx>



Submitting Trouble Tickets (PIR)

- **Attach supporting documentation.**
- **Give sufficient detail as to the nature of the issues/problem and corrective action desired.**
- **Each ticket assigned a specific number.**
- **Goal is 48 hour processing time.**



Submitting Problem Tickets

- **Units receive E-mails once ticket is assigned or closed.**
- **View status and notes for comments from MISSO of tickets submitted.**
- **Ensure to have PIR ticket number available when contacting MISSO office regarding an open/closed ticket .**
- **Those members not on the NMCI network can submit PIRs through our OMB:**

MISSO-16-17@usmc.mil



Personnel/Point of Contact Inf

Officer In Charge: CWO3 Reginald Townsend

SNCOIC: MSgt Clinton J. Eads

Operations Chief: SSgt Bilyeu

Team Leaders: SSgt Alvarez

Analysts: Sgt Da Grava, Sgt Schuhler, Sgt
Amorim, Sgt Abioye, Sgt Wright

Research Technicians: Paula Ladisheff & Deborah Clark

WEBSITE:

<https://ips.usmc.mil/sites/missa/default.aspx>

Office Address: Officer In Charge

MISSO 16/17

1500 E. Bannister Road

Kansas City, MO 64197

Office #: (816)926-5188 / 5187 / 5369 Fax: 3115 DSN: 465



Questions

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**For questions or comments contact
your MISSO at**

<https://ips.usmc.mil/sites/missa/default.aspx> or misso-16-17@usmc.mil